

**Amendment to the  
Child Abuse & Neglect Diversion  
Service Specifications**

**Family Strengthening Services**

The specifications below clarify the services offered in the Family Strengthening Services contract:

**1. Description of the target population to be served**

Families for this contract are referred by the Child Welfare Services (CWS) Units, Family Court, or Voluntary Case Management Services. Families referred do not have open CWS cases or are in the process of having their CWS case closed. Families referred by other sources may also be served on a case by case basis. These services are voluntary and shall be offered to families who can benefit from information, referral, and assistance to community resources, short term individual/family counseling, and problem solving services which shall not exceed six (6) months (unless an extension is granted in accordance with DHS approved program policies and procedures).

**2. Estimated Funding Amount**

<b>Geographic Area</b>	<b>FY</b>
Kauai	\$132,074.63
Oahu	\$494,657.29
Maui	\$260,006.43
East Hawaii	\$157,665.98
West Hawaii	\$343,771.46

**3. Service Activities (Minimum and/or mandatory tasks and responsibilities)**

The provider shall contact the family through telephone or face-to-face contact within **five (5) working days** of the referral to assess the family's needs and to assist the family with the development of a plan to meet the family's needs.

The program shall also have access to substance abuse and medical resources for consultation in the development of the plan.

Family Strengthening Services shall consist of:

**1. Assessment activities**

- a. The assessments must evaluate the individual's and family's strengths, needs, and ability to protect children, and determine

any and all appropriate service activities within the scope of the Family Strengthening Services program for the individual. The assessments must be provided to the family.

- b. If requested, assessments must take into consideration the Department's assessment protocol, including the use of Safety Assessments and Safety Planning for the family.
- c. If appropriate, referrals must be made to:
  - Healthy Start
  - Hawaii Advocacy Program (HAP)
  - Neighborhood Place

2. Individualized Program Planning

There will be an individualized program plan (IPP) developed with the family with a goal of completion within 6 months. It will specify services that will be provided under this contract through a consensual agreement among all parties that address the safety concerns in the home that place the child at risk.

The plan must also fully inform the family of the positive and negative consequences of successful or unsuccessful completion of the IPP.

3. Child-related skills building activities

- a. Individual or group parenting classes.
- b. Parental education to improve parenting skills.
- c. Parental education to increase knowledge of child development and well-being.

4. Parental life skills and support activities as related to child safety

- a. Parental education to increase knowledge and skills in providing basic needs for self and family which includes food, housing, medical/dental care, hygiene, housekeeping, and budgeting.
- b. Support that is focused on problem solving for specific needs of the parent that relates to the parent's ability to provide a safe home.
- c. Provide referral, linkages and support to families in need of community resources/services such as housing, childcare.

5. Coordination activities
  - a. The provider shall accept referrals, document the activity requested, receive information and documents from Department's staff, set up and facilitate the individualized program planning meeting, record the meeting, and write up the individualized program plan for signing.
  - b. Referrals may be made by phone or FAX.
  - c. Individualized program planning meetings shall be face-to-face meetings. Families shall be included whenever feasible and appropriate. Meetings shall be scheduled at a time and place that accommodates the families to the greatest extent possible.
  - d. Service activities may start immediately, prior to the development of an individualized program plan.
  - e. Any services to individuals or families involved in, or in need of sexual abuse treatment must include the sex abuse treatment provider to ensure that program planning activities are well coordinated and consistent with the sexual abuse treatment plan.
6. The Department will allow if appropriate and as resources permit, referrals of Family Strengthening Services clients to components of the Comprehensive Counseling and Support Services Contract. However, first priority for those services will be given to active Child Welfare Services cases.

Service activities are to be delivered by a staff arrangement consisting of:

- Master's level – to coordinate services and supervise staff
- Bachelor's level – to complete assessments, and develop individualized service plans, child-related skills building activities, and parental life skills and support activities
- High school graduate or paraprofessional – to provide hands on training in problem solving, parenting, service linkages, etc.

Activity	Staff Qualifications		
	Masters	Bachelors	Paraprofessional
1. Assessments	X	X	
2. IPP	X	X	
3. Child Related Skills	X	X	X
4. Parental Life Skills	X	X	X
5. Coordination of Activities	X	X	X

All services shall be provided by qualified staff. Staff who are required to have a master's or bachelor's degree shall have this degree in social work. Degrees in sociology, psychology, or human development may also be accepted if the staff has a minimum of one (1) year experience dealing with child abuse and neglect issues.

Staff who are paraprofessional must have a high school diploma or G.E.D. and a minimum of one (1) year experience dealing with child abuse and neglect issues.

In all cases, a waiver must be requested from the Department should staff not meet the minimum requirements.

#### **4. Units of service and unit rate**

The unit rate is a professional hour and shall be commensurate with the educational level of the provider of the activity. A professional staff hour is **one hour of service credited at \$62.73** requiring a bachelor's degree. The following education levels will be credited as follows:

- Master degree is credited at 1.19 units of services or \$74.64 per hour.
- Bachelor's degree is credited at 1.00 units of services or \$62.74 per hour.
- High school graduate or paraprofessional is credited at .52 units of service or \$32.62 per hour.